



# Meet TalentLibrary™

A growing collection\* of ready-made courses that cover the soft skills your teams need for **success at work**

**EPIGNOSIS**

talent  lms efront  talentcards

## Adaptive Leadership

### *(Leadership)*

- What is Adaptive Leadership?
- Using Authority & Power (Taking Chances)
- Overcoming Resistance to Shared Responsibility
- Learning through Self-Correction
- Building a Culture of Adaptability

## Artificial Intelligence Essentials

### *(Technology)*

- What is Artificial Intelligence?
- What is Machine Learning?
- Deep Reinforcement Learning
- Harnessing the Power of AI
- Ethics & Artificial Intelligence

## Business Innovation

### *(Business Skills)*

- The 7 Skills of Critical Thinking
- Creative Thinking
- Critical Observation
- Being Adaptable
- Driving Innovation
- Thinking Logically
- Problem-Solving
- Dealing with Uncertainty
- Being Resourceful
- The Power of Analysis

## Business Continuity Essentials

### *(Business Skills)*

- Introduction to B. Emergency Preparedness Planning
- Developing a Contingency Plan
- Managing Business Resilience
- Dealing With B. Continuity and Disaster Recovery
- The Incident Manager's Tool Kit

## Business Continuity Applied

### *(Business Skills)*

- Incidents & The Importance of Accurate Information
- The Challenges of Communication during an Incident
- Testing Business Continuity (Scenarios)
- Integrated Response & Recovery
- Dealing with Supply Chain Interruptions

## Career Management

### *(Personal Development)*

- Unlocking Your Potential
- Setting your Career Goals
- Discovering Your Strengths & Weaknesses
- The Importance of a Mentor
- Your Personal Brand Story
- Internal Interview Preparation
- Working Smart
- Personal Development Plans & Sticking to Them
- Setting Stretch Goals
- The Basics of MBTI & Career Development

## Coaching Essentials

### *(Business Skills)*

- Introduction to Coaching
- Using Coaching Models
- Establishing a Coaching Culture
- Building Trust & Rapport
- Asking the Right Questions
- The Art of Listening
- The Power of Silence
- The Importance of Goal Setting
- Creating Accountability
- Giving Effective Feedback

## Coaching Applied

### *(Business Skills)*

- Putting Emphasis on Holistic Wellness
- Measuring Coaching Performance
- How to Prepare for a Coaching Session (for the employee)
- The ROI of Coaching
- Digital Coaching & Virtual Reality

## Coding for Everyone

### *(Technology)*

- What is Coding?
- Understanding APIs
- HTML Development for Everyone
- PHP for Everyone
- JavaScript for Everyone
- Low-Code / No-Code Platforms
- Using SQL in Databases
- Coding: Ruby on Rails
- Open-Source Software
- Python for Everyone







## Emotional Intelligence

### *(Personal Development)*

What is EQ?  
 Self Awareness  
 Self Regulation  
 Emotional Intelligence: Motivation  
 Emotional Intelligence: Empathy  
 Social Skills  
 Improving your EQ  
 Conflict Management using EQ  
 Collaboration & Developing EQ in Teams  
 Creativity and EQ

## Employee Experience

### *(Human Resources)*

Creating the Best Onboarding Experience  
 Employee Experience: Space, Technology & Culture  
 Helping Employees Belong (before they start)  
 How to focus on outcomes instead of outputs  
 The Rise of Flexible Benefits  
 Employee Engagement Surveys  
 Measuring the Employee Experience  
 The Role of Employee Champions  
 Putting the Human back into HR  
 Increasing Retention through Journey Mapping

## Employee Termination

### *(Human Resources)*

Having Tough Conversations  
 Implementing a Performance Plan  
 The Correct Way to Dismiss an Employee  
 Disclosure of Dismissals  
 Effective Exit Meetings

## Entrepreneurship

### *(Leadership)*

The Five Ps  
 The Entrepreneurial Mindset  
 Being Curious  
 The Power of Imagination  
 Being Self-Aware  
 Building Relationships & Networking  
 The Power of Influence  
 Taking Calculated Risks  
 Being Prepared to Fail  
 Turning Ideas into Action

## Environment & Sustainability

### *(Safety and Compliance)*

Wishcycling  
 Sustainability & Innovation  
 The Benefits of Becoming a B Corp  
 Going Net Zero  
 Sustainable Construction

## Finance Essentials

### *(Business Skills)*

The Basics of Financial Management  
 The Flow of Money  
 Key Financial Statements  
 The Importance of Cash Flow  
 The Value of Budgeting  
 Vulnerable Customers & Finance  
 Financial Risk Management  
 The Basics of Accounting  
 Financial Ratios  
 Financial KPIs - Measuring Performance

## Finance Applied

### *(Business Skills)*

Working Capital Management  
 Risk & Financial Controls  
 Short-Term Cash Monitoring  
 Common Financial Management Systems  
 Finance & The Role of Bookkeeping

## Financial Compliance

### *(Safety and Compliance)*

Financial Regulation Frameworks  
 KYC - Know Your Customer  
 Tax Evasion (Domestic & International)  
 Accounting Ethics  
 Finance Roles - Pre-Employment Checks  
 Gifts & Hospitality  
 Anti-Corruption  
 Dealing with Consumer Fraud  
 Trade Surveillance & Rogue Trading  
 Greenwashing

## Food Safety Essentials

### *(Safety and Compliance)*

Food Safety Management Systems  
 Food Fraud Prevention  
 Handling Food Safely  
 Food Allergy Awareness  
 Food Safety & Cross Contamination



## Food Safety Applied

*(Safety and Compliance)*

- Creating Robust HACCP Plans
- Using Process Automation in Food Safety
- The Importance of Food Labeling
- Innovation in Packaging
- Food Safety - The Last Mile

## Healthcare Essentials

*(Healthcare)*

- Duty of Care
- Privacy & Dignity
- Handling Patient Data
- Infection Prevention & Control
- Mental Health in Healthcare

## HIPAA Compliance Essentials

*(Sector Specific)*

- What is HIPAA compliance?
- Protected Health Information
- What are the HIPAA rules?
- Introduction to the HIPAA revenue cycle
- Common HIPAA Privacy Violations in the Workplace

## HR Essentials

*(Human Resources)*

- The Importance of Training
- Adapting to Innovation
- Performance Management
- Handling Disciplinarys
- Talent Management & Development
- Bullying & Violence
- Employee Engagement
- Flexible & Remote Working
- HR for Non-HR Managers

## Hybrid Working

*(Human Resources)*

- What is Hybrid Working?
- Hybrid Working: The Role of Leadership
- Managing Employee Experiences
- Inclusive Environment for the Hybrid Workforce
- The Perfect Hybrid Working Policy

## Introduction to Excel

*(Technology)*

- Introduction to Excel - Basic Navigation (Part 1)
- Introduction to Excel - Basic Navigation (Part 2)
- Introduction to Excel - Basic Formulas
- Introduction to Excel - Advanced Formulas
- Introduction to Excel - Data Visualization
- Introduction to Excel - Pivot Tables
- Introduction to Excel - VLOOKUP Function
- Introduction to Excel - Conditional Formatting
- Introduction to Excel - Data Tools
- Introduction to Excel - Review & Comment

## Introduction to Word

*(Technology)*

- Introduction to Word - Basic Navigation
- Introduction to Word - Formatting Text (Part 1)
- Introduction to Word - Formatting Text (Part 2)
- Introduction to Excel - Basic Navigation (Part 3)
- Introduction to Word - Inserting Objects
- Introduction to Word - Page Layouts, Review & Comment

## Introduction to PowerPoint

*(Technology)*

- Introduction to PowerPoint - Basic Navigation
- Introduction to PowerPoint - Working with Templates
- Introduction to PowerPoint - Inserting Objects
- Introduction to PowerPoint - Tables & Charts

## KPIs & OKRs

*(Business Skills)*

- OKRs vs KPIs
- OKRs - Vision, Planning & Measuring
- Types of OKRs - Committed & Aspirational
- How to Write Effective OKRs
- OKRs and Going Beyond Vanity Metric

## Leadership Essentials

*(Leadership)*

- The Four Types of Leader
- Delegation and Empowerment
- Humility
- Emotional & Cultural Intelligence
- Being Authentic
- Inspiring Others
- Taking Accountability
- Making Decisions
- Being Confident
- Being Brave



## Leadership Tool Kit

### *(Leadership)*

Managers vs. Leaders  
Conflict Management  
Effective Meetings  
Motivating Others  
Promoting Talent  
Leading by Example  
Facilitating Results  
Making Deals  
Leading Remote Teams  
Managing Change

## Learning Essentials

### *(Human Resources)*

The Psychology of Learning  
Learning Styles  
The Power of Micro-Learning  
Defining Learning Objectives  
Learning ROI  
Learning Culture in the Workplace  
Learning & Employee Engagement  
Promoting Social Learning  
Growth Mindset  
Removing the Barriers to Learning

## Learning Applied

### *(Human Resources)*

Creating a Learning Strategy  
The Flipped Classroom  
Using Blended Learning  
Synchronous vs. Asynchronous Learning  
The Purpose of UX and UI in Learning

## Marketing Essentials

### *(Business Skills)*

Your Shop Window - Your Website  
Do Your Research (Brand & Product)  
Know Your Customers  
The Power of Social Media  
Curating the Right Content  
The Role of Partnerships  
Brand Ambassadors  
The Power of Networking  
Show Don't Tell  
Introduction to Marketing Automation

## Marketing Skills Applied

### *(Business Skills)*

Developing your Marketing Strategy  
Planning Campaigns  
SEO & PPC  
Digital Marketing: LinkedIn & Social Media  
Customer Insights & Analysis  
Digital Optimization  
Content Marketing  
Email Marketing  
Influencer and Affiliate Marketing  
Viral Marketing

## Marketing Skills Mastery

### *(Business Skills)*

The Marketing Funnel - From the Top to the Bottom  
The Power of Pillar Pages  
Campaign Management  
Inbound vs. Outbound Marketing  
Content Marketing  
Content Management Systems  
Content Communities  
AI-Powered Copy  
The Power of User-Generated Content  
The Different Content Marketing Strategies

## Mastering Happiness

### *(Personal Development)*

Finding your Purpose & Passion  
Finding Happiness Within Yourself  
Self-Limiting Beliefs  
Changing Negative Habits  
The Power of Self-Reflection

## Mindfulness

### *(Business Skills)*

Mindfulness  
Relaxation through Meditation  
Learning to Let Go  
Breathing Techniques to Relax  
Learning to Stay Calm  
Living in the Moment  
Raising Low Self-Esteem  
Dealing with Grief  
Stress, Fear & Panic  
Feeling Lonely



## Networking

### *(Personal Development)*

What is Networking?  
 Key Traits of a Successful Networker  
 Common Networking Pitfalls  
 Preparing to Network (Research & Prep)  
 Overcoming Shyness  
 Your Personal Elevator Pitch  
 Approaching People & Introductions  
 Carrying & Ending a Conversation  
 Following up with your Connections  
 Virtual Networking

## Nurturing Talent

### *(Human Resources)*

Encouraging Employee Stretch  
 Don't Avoid Low Performance  
 Identifying Employees' Personal Goals  
 Fostering Peak Performance  
 Learning to Let your Best People Leave

## Online Social Presence

### *(Personal Development)*

The Right way to use Social Media  
 Building your Personal Brand  
 LinkedIn - Using your Best Profile to Promote your Business  
 LinkedIn & Social Media Networking  
 Social Media - Hints & Tips (on What to Avoid)

## OSHA-Workplace Safety

### *(Safety and Compliance)*

OSHA Worker Rights & Protection  
 Fall Prevention  
 PPE (Personal Protective Equipment)  
 OSHA Severe Injury Reporting & Record Keeping  
 Trenching & Excavation  
 First Aid: CPR  
 Spills & Hazardous Waste (HAZWOPER)  
 Chemical Hazards & Toxic Substances  
 Occupational Noise Exposure  
 The Dangers of Working in the Heat

## Performance Management

### *(Human Resources)*

Preparing for a One-to-One Meeting (Manager)  
 Preparing for a One-to-One Meeting (Employee)  
 Running an Effective One-to-One Meeting  
 Effective questioning for One-to-One Meetings  
 How to take good notes in a Meeting  
 Having a Constructive Conversation About Low Performance  
 Running One-to-One Meetings Remotely  
 Manager vs. Coach vs. Mentor  
 Managing Short & Long-Term Sickness

## Personal Finances

### *(Personal Development)*

Good Money Habits Personal Budget Management  
 Setting Financial Goals  
 Tackling Debt  
 Learning to Save  
 The Importance of Pensions

## Presentation Skills

### *(Personal Development)*

Presentations & The Magic of Stories  
 What makes a good Presentation?  
 Presenting with Power: Hints & Tips  
 Structuring your Presentations  
 Setting up for Successful Presentations  
 Dealing with Nerves  
 Using Positive Visualization  
 Power Posing  
 The Art of Breathing  
 Becoming a Master Orator

## Project Management Applied

### *(Business Skills)*

Project Management Methodologies 1  
 Project Management Methodologies 2  
 Activity & Resource Planning  
 Organizing & Motivating a Team  
 Time Management in Projects  
 Developing a Budget (Cost Estimating)  
 Ensuring Customer Satisfaction  
 Managing Project Risk  
 Monitoring Progress  
 Producing Reports





## Project Management Essentials

*(Business Skills)*

Initiating a Project  
 Planning a Project  
 Executing a Project  
 Monitoring a Project  
 Closing a Project

## Project Management Mastery

*(Business Skills)*

Agile in Practice  
 Kanban in Practice  
 Scrum in Practice  
 Waterfall in Practice  
 Choosing the Right Project Methodology

## Recruitment 101 Essentials

*(Human Resources)*

Interview Skills  
 First Impressions  
 Career Planning  
 Hiring Right, First Time  
 Importance of Onboarding

## Remote Leadership

*(Leadership)*

The Remote Leadership Model  
 Building Trust at a Distance  
 Remote Goal Setting  
 Engaging Remote Workers  
 Remote Team Communication

## Retail Essentials

*(Sector Specific)*

Greeting Customers  
 Service at the Cash Register  
 Connecting with Customers  
 Giving Advice (Confidently)  
 Dealing with Stressful Situations  
 The Importance of Procedures  
 The Basics of Commercial Awareness  
 Developing Product Knowledge  
 The Desire to Help Others  
 Service with a Smile (Even When Tired)

## Retail Applied

*(Sector Specific)*

Adopting a 'Customer First' Mindset  
 Commercial & Product Awareness  
 Coaching Retail Employees  
 The Importance of Store Windows  
 GDPR in a Retail Environment  
 Ethical Retail  
 Attention to Detail  
 Using your Initiative  
 Handling Complaints - Taking Ownership  
 The Self-Service Experience

## Retail Mastery

*(Sector Specific)*

Social Commerce  
 Online Stores in Offline Spaces  
 Hyper-Personalization & Hyper-Localization  
 Retail & Augmented Reality  
 Creating a Retail Experience - Not just Shopping

## Risk & Uncertainty

*(Personal Development)*

Embracing Risk & Uncertainty  
 Risk & Decision-Making  
 Managing your own Decisions  
 Obstacles to Decision-Making  
 The Reward of Taking Risks

## Safety Leadership

*(Leadership)*

What is Safety Leadership?  
 What is Behavioral Safety?  
 Building a Proactive Safety Culture  
 Understanding H&S Responsibilities  
 The Consequences of poor H&S practices

## Sales Skills Applied

*(Sales and Service)*

Researching Your Prospect  
 How to Build Rapport  
 Questioning Skills  
 Prioritizing Prospects  
 Obtaining Commitment



## Sales Essentials

*(Sales and Service)*

Sales Listening Skills  
Creating your Pipeline  
Managing your Pipeline  
The Sales Pitch  
Effective Presentations  
Selling the Proposed Solution  
Building Benefits  
Keeping Prospects Engaged  
Closing Difficult Deals  
Importance of Sharing Sales Feedback

## Sales Mastery

*(Sales and Service)*

Shortening your Sales Cycle  
Sales Strategies - The Power of Resellers  
Sales Methodologies  
Understand why Deals are Lost  
How to sell ethically  
Emotional Intelligence for Sales Success  
Virtual Selling  
Mastering Cold Calling  
Dealing with Sales Fear  
Resilience in Sales  
Mastering Cold Emailing  
Value-Based Selling  
Reducing Sales Friction  
Automating Sales Processes  
Designing your Sales Dashboard  
Cross-Selling, Upselling & Account Growth

## Situational Leadership

*(Leadership)*

Situational Leadership - Telling Leaders  
Situational Leadership - Selling Leaders  
Situational Leadership - Participating Leaders  
Situational Leadership - Delegating Leaders  
Practicing Situational Leadership

## Teamwork Essentials

*(Business Skills)*

The Power of Teamworking  
Setting Common Goals  
Collaboration  
Celebrating Differences & Diversity  
Building Trust & Respect  
Roles & Responsibilities  
Communicating Openly  
Encouraging Different Opinions  
Dealing with Difficult Personalities  
Celebrating Success  
What is a Millennial  
Communicating with a Millennial  
Millennials and Technology  
Training Millennials

## Teamwork Applied

*(Business Skills)*

High-Performing Teams Framework - Forming  
High-Performing Teams Framework - Storming  
High-Performing Teams Framework - Norming  
High-Performing Teams Framework - Performing  
High-Performing Teams Framework - Adjourning

## The Leadership Role Model

*(Leadership)*

Using Humor  
The Power of Patience  
Recognizing & Rewarding Others  
Leading with Empathy  
Knowing when you're wrong  
A Healthy Manager is a Good Manager  
Being Positive  
Leading with Commitment  
Leading with Respect  
Leading with Energy



## Well-being Essentials

### *(Personal Development)*

Eating Healthily  
Understanding Emotions  
The Importance of Sleep  
Work / Life Balance  
The Importance of Exercise  
Dealing with Stress  
Wellbeing & Productivity  
Kicking Bad Habits  
The Dangers of Sitting Down!  
Promoting Health & Wellbeing at Work

## Work Ethic

### *(Human Resources)*

Being Punctual  
Meeting Deadlines  
Multi-tasking & Being Organized  
Self-Management  
Time Management  
Working Under Pressure  
Persistence & Resilience  
Avoiding Distractions  
Staying Motivated  
The Importance of Planning

## Workplace Safety Essentials

### *(Safety and Compliance)*

Slips, Trips & Falls  
Use the Handrail  
Cable Management  
Reporting a Hazard  
Manual Handling  
Workstation Ergonomics  
Don't Speed on Site  
Driving & Using Your Phone  
Don't Walk & Text  
Going Remote

## Workplace Health

### *(Safety and Compliance)*

The Importance of Housekeeping  
Workplace Inspections  
Near Misses and Workplace Safety  
The Role of Hygiene in the Workplace  
Washing your Hands





## IT Skills Essentials

*(Technology)*

- Google Suite Overview & Google Calendar
- Introduction to Google Docs Part 1
- Introduction to Google Docs Part 2
- Introduction to Google Docs Part 3
- Introduction to Google Docs Part 4
- Introduction to Google Docs Part 5
- Introduction to Google Sheets Part 1
- Introduction to Google Sheets Part 2
- Introduction to Google Sheets Part 3
- Introduction to Google Sheets Part 4
- Introduction to Google Sheets Part 5
- Introduction to Google Slides Part 1
- Introduction to Google Slides Part 2
- Introduction to Google Slides Part 3
- Introduction to Google Slides Part 4
- Introduction to Gmail
- Introduction to Google Drive
- Introduction to Google Meet
- Introduction to Microsoft Outlook
- Introduction to Microsoft OneDrive

## Design for Everyone

*(Technology)*

- Web Design Basics
- eCommerce Design (Best Practice)
- Principles of Effective UI Design
- Design & Accessibility
- Designing and the Law

## Marketing Skills Mastery

*(Business Skills)*

- Copywriting Essentials
- Brand Building Basics Part 1
- Brand Building Basics Part 2
- Gettings Hands-On with PPC
- Getting Hands-On with Google Ads
- Getting Started with Google Analytics
- The Power of Google Analytics
- The Role of Product Marketing
- Conducting a Successful Outreach Campaign
- Video Marketing

## Contract Management Essentials

*(Business Skills)*

- Creating a Contract
- Contract Collaboration
- Contract Execution
- Contract Tracking & Management
- Contract Renewal

## Quality Management Essentials

*(Business Skills)*

- Quality Control Planning
- Quality Control
- Quality Assurance
- Quality Control vs. Quality Assurance
- Quality Improvement

## One-Minute Learning

*(Personal Development)*

- How to delegate a task properly
- How to prepare a one-page business proposal
- How to mediate a conflict
- Reducing Sitting & Screen Time
- Taking Sleep Hygiene Seriously





## Atención al Cliente Aplicado

*(Ventas y Servicio)*

- Utilizar el lenguaje adecuado
- Cómo cultivar la relación con los clientes
- Cómo poner en práctica la positividad
- Cómo lograr la claridad en la comunicación
- Cómo mantener la serenidad

## Atención al Cliente Avanzado

*(Ventas y Servicio)*

- Comprensión de los tipos de clientes (personajes)
- Cómo anticiparse a las necesidades de los clientes
- Coaching de servicio al cliente
- Manejo de los equipos de servicio al cliente a distancia
- Servicio al cliente a través de las redes sociales
- Servicio al cliente personalizado
- Gestión de los clientes de autoservicio
- Empoderamiento del servicio al cliente
- Dar seguimiento y mejora de la experiencia del cliente
- El servicio al cliente no es un centro de costos

## Diversidad e Inclusión

*(Recursos Humanos)*

- Los valores clave de igualdad, diversidad e inclusión
- Prejuicios inconscientes
- Reconocer tus privilegios
- Inclusión de género
- Conciencia e inclusión LGBTQ+
- Tipos de discriminación
- Accesibilidad digital
- Hacer frente a la discriminación
- Cómo convertirte en un líder inclusivo
- El valor de la diversidad y la inclusión en el trabajo

## Fundamentos de Atención al Cliente

*(Ventas y Servicio)*

- Cómo mantener el servicio al cliente en todos los canales de comunicación
- La importancia de la marca
- Relaciones con los clientes
- La lealtad del cliente
- Cómo lograr la resolución de problemas
- Cómo tratar una queja de manera satisfactoria
- Venta cruzada y venta ascendente
- Cumplimiento de las expectativas del cliente
- Tecnología
- Ir más allá del servicio al cliente

## Fundamentos de Liderazgo

*(Liderazgo)*

- Los cuatro tipos de líderes
- Delegación y empoderamiento
- Humildad
- Inteligencia emocional y cultural
- Ser auténtico
- Inspirar a los demás
- Asumir responsabilidad
- Toma de decisiones
- Tener confianza
- Ser valiente

## Fundamentos de Recursos Humanos

*(Recursos Humanos)*

- La importancia de la capacitación
- La adaptación a la innovación
- Gestión del desempeño
- Cómo gestionar los procedimientos disciplinarios
- Gestión y desarrollo de talentos
- Diversidad en el lugar de trabajo
- Acoso y violencia
- Participación del empleado
- Trabajo a distancia y flexible
- RR. HH. para gerentes de otros departamentos

## Fundamentos de Seguridad en el



